

# Mitel Connected Guests

# Mitel Connected Guests - Hospitality Clients



# Mitel Connected Guests – Adjacent Markets



- Healthcare
  - Hospitals
  - Care Homes
- Cruise Ships
- Residential Training Centres
- Marinas
- Government
- University Campus
- Prisons



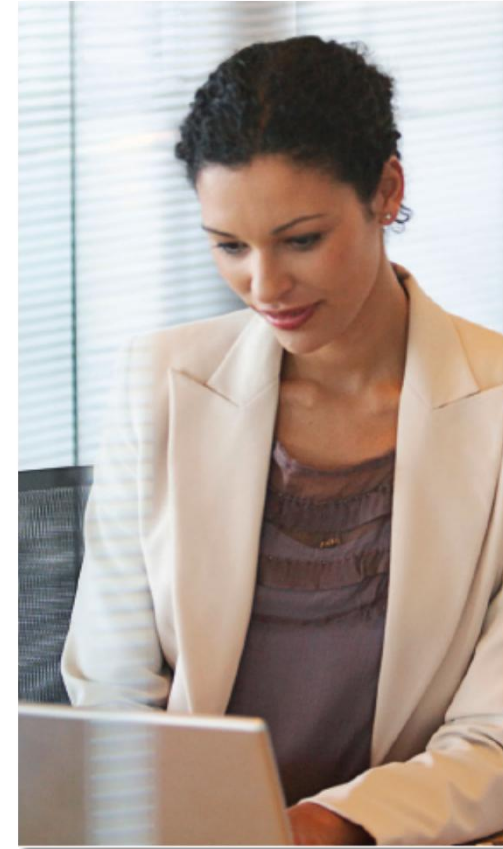
# Mitel Connected Guests Solutions



# MiCloud Hospitality

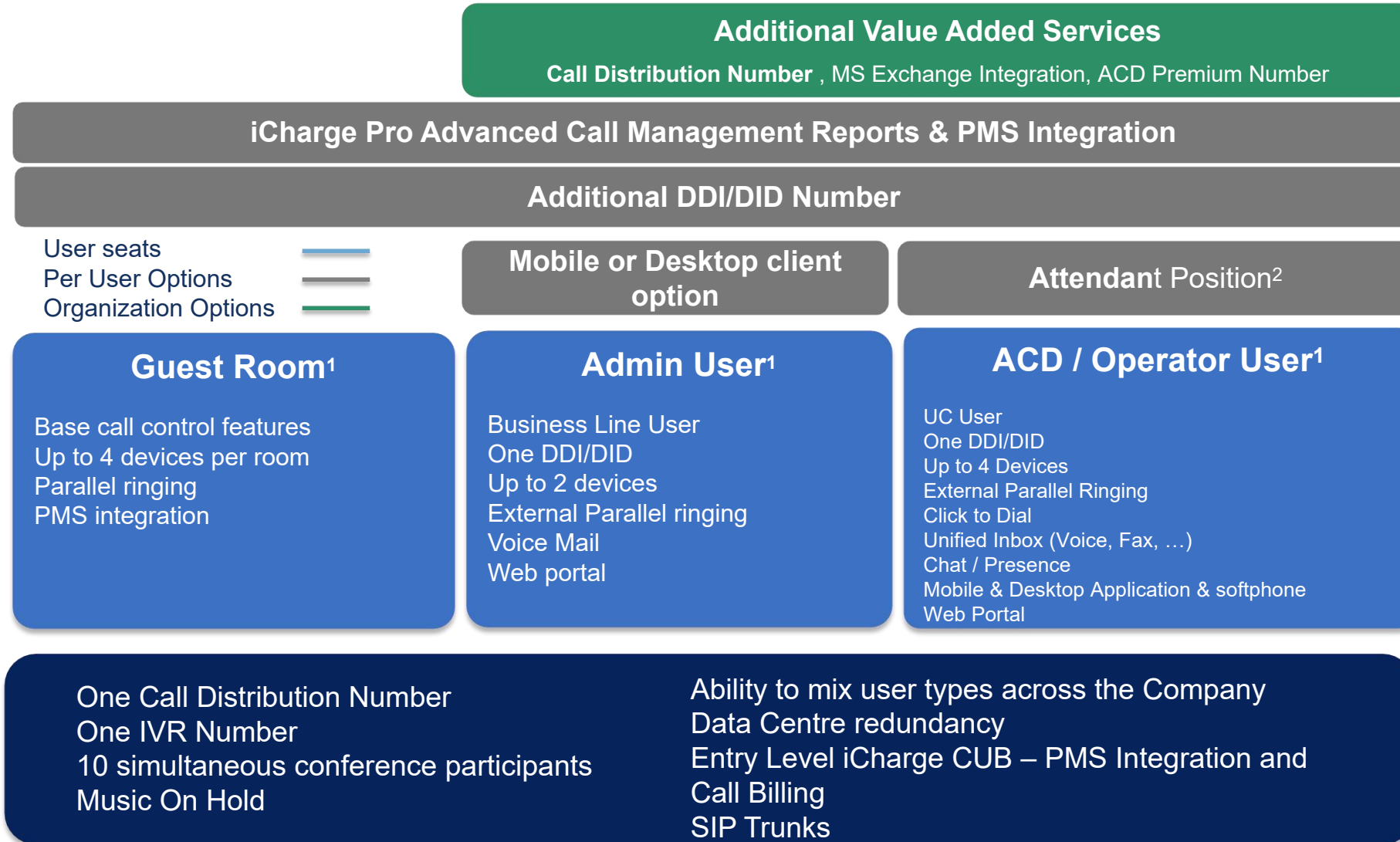
## Easy for hoteliers

- A complete and modern communication solution
- Subscription per user/room per month model
- All communication tools you need wherever you are
  - Mobile, desktop softphone, desk phone or web
- One click installations and easy to use consistent interface



**It does not get any simpler than this**

# MiCloud Hospitality Packaging



# Why Mitel? – Complete Hospitality Portfolio

Voice communications – support for traditional, IP & Cloud telephony

Fixed, wireless & mobile for staff, guest rooms & conference facilities

Multi-lingual voice messaging & auto attendant for staff and guests

Multi media contact center – voice, email, web chat & social media

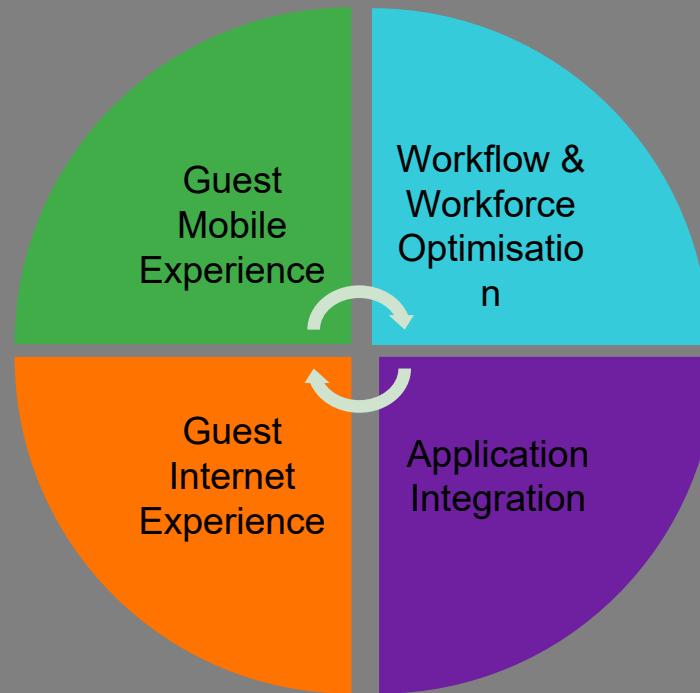
Mobile – Guest BYOD and voice enabled guest loyalty applications

Management of guest billing – voice, Internet, In-room entertainment

Management and reporting of guest service requests

PMS & other applications connection mediation

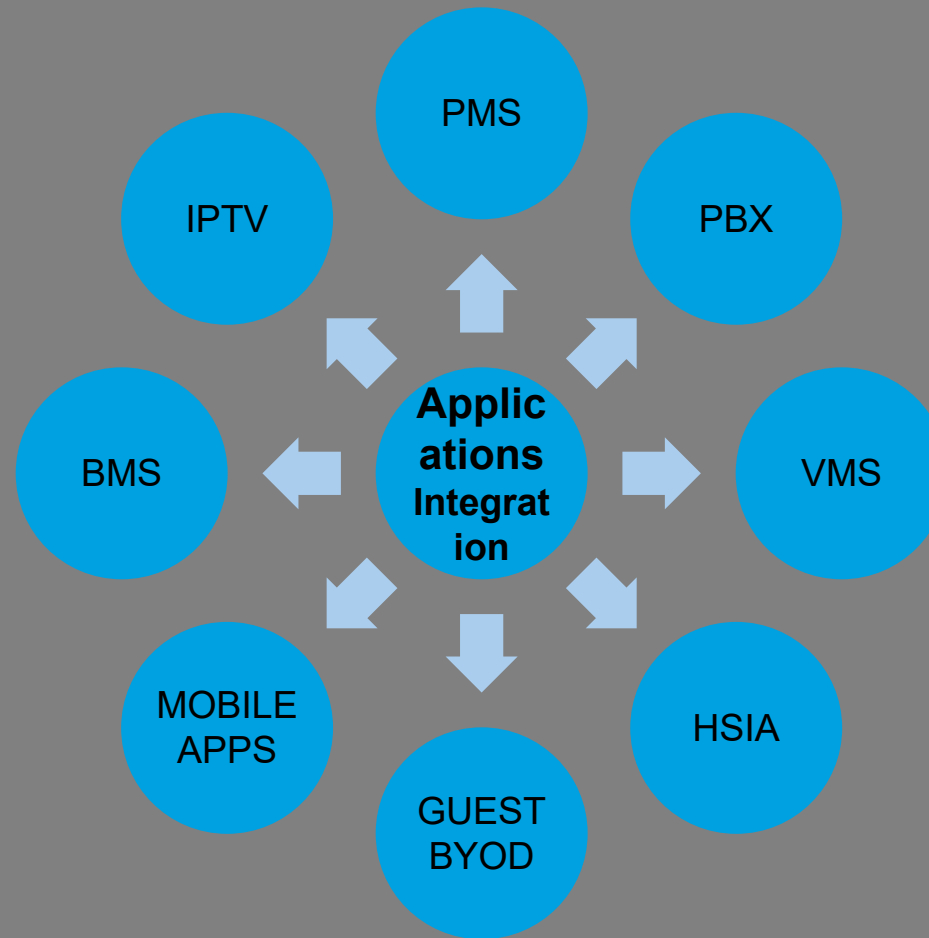
# Mitel Connected Guests Applications focus





# Mitel Connected Guests – iCharge – Call Management & Application Integration

- Inter-connect between hospitality applications and systems
- Call Accounting – Single or Multi-Property.
- Local / Cloud based / Centralized / Virtualized Design



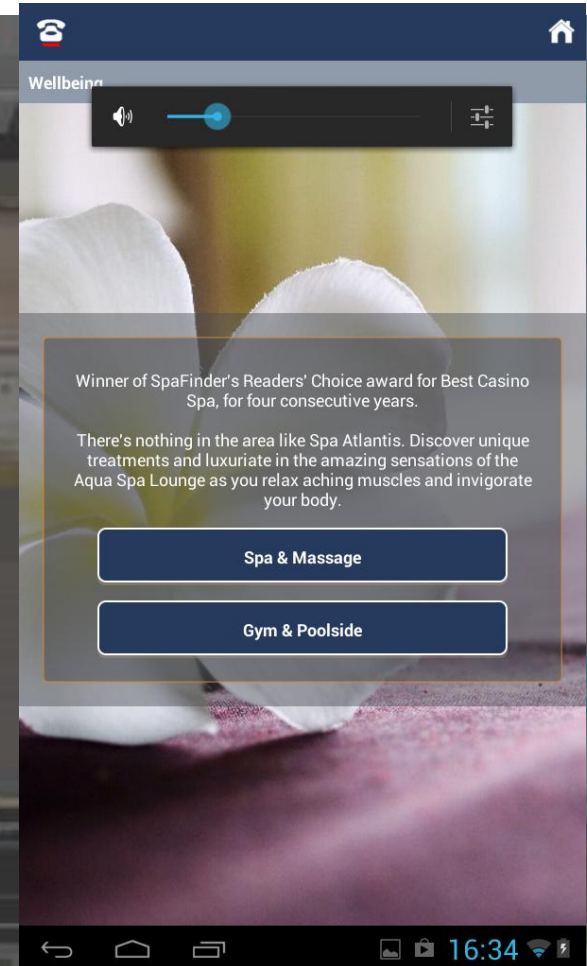
# Mitel Connected Guests – InnLine – Hospitality Voice Mail & Wake Up

- **Staff & Guest Voice Messaging**
- **Supports multiple languages**
- **Comprehensive Wakeup Management**
- **Single or Multi-Property / Tenant support**
- **Local / Cloud based / Virtualized Design**
- **Mini-Bar & Room Status Support**
- **PMS Integration**
- **SIP and Legacy PBX integration**



# Mitel Connected Guests - iConnect Content & Mobility Application

- Localised content
- Door lock integration
- Integration with PBX & PMS
- Improved Communications with staff – mobile messaging
- Instant Broadcast to guests
- Quick response and updates to guest service requests
- Ease of communication
- Mobile check out
- Guest experience survey



# Mitel Connected Guests – HotelMGR – Workforce Management

- Active Tickets
- Completed Tickets
- Escalations
- Staff productivity
- Response Times / SLA
- Individual User login
- Staff schedules
- Maintenance Diary

HotelMGR Selected Site: Athens Log Out

Active Work Tickets

Id	Due At	Priority	VIP	Status	Recipient	Issue	Location	
2	13:42 25/02	2	No	STARTED (OVERDUE)	Admin	Window - Frame Broken	203	Edit Ticket
3	10:27 26/02	3	No	CREATED (OVERDUE)		Knob Broken		Edit Ticket
5	09:50 09/03	2	No	CREATED (OVERDUE)		Bath Towels - Requested	202	Edit Ticket
6	18:04 28/05	1	No	CREATED (OVERDUE)		Bath Gel/Soap - Replace Bath Gel/Soap - Staff Request	201	Edit Ticket
7	10:31 29/05	1	No	CREATED (OVERDUE)		Bath Gel/Soap - Replace Bath Gel/Soap - Staff Request	201	Edit Ticket
8	18:42	1	No	CREATED		Washing Machine -	201	Edit Ticket



# Mitel Connected Guests – Contact us

